eWiSACWIS TAW Presentation
Technical Session Agenda

- User Account Management
- Citrix - Lessons Learned
- New .ocx for June 28th Release
- System Performance
- Transaction Tuning
- Search Enhancement(s)
- Tablet PC

User Account Management

- Password Resets
- Account Recovery
- Email Address Updates
- Profile Management
- Report Subscriptions

Password Resets

- User has ability to reset WAMS Account
  - If forgotten password
  - If forgotten login id
  - If account is locked due to invalid logins (which may result in "403 Forbidden" error message - check the detail)
- No helpdesk call is required
  - Unless secret question answer is forgotten

Account Recovery

- Account Recovery
  - on.wisconsin.gov - Account Recovery
  - forgot your password? on eWiSACWIS login page
  - Initiate with either login id or email address
- Answer Secret Question
  - Follow email link to Account Recovery
  - Provide the correct answer to your secret question
  - Change password
  - Confirmation email (w/ login id) will follow

eMail Address Updates

- Supervisor - Update eWiSACWIS
  - Maintain Worker
  - Required for automated messaging
- User - Update WAMS account
  - on.wisconsin.gov - Profile Management
  - Required for Account Recovery (password resets)
- Security Delegate - Update ePass
  - Change Request
  - Required for Reports - for now :)

Profile Management

- Profile Management also used for:
  - Name / address changes
  - Login id / password changes
  - Secret Question / Answer updates
- on.wisconsin.gov

Reports Subscription

- eWReports
  - All Standard Reports Distributed via eWReports
  - Link from eWiSACWIS State Message Area
- Security Delegates / Report Authorizers
  - Authorize via eWReports
  - Maintain Security (by user/by report)
- No helpdesk call required

Citrix - Lessons Learned

- Past Improvements
- Future Improvements

Citrix - Lessons Learned

- Past Improvements
  - Citrix connections issues
  - OCX installations on Citrix
  - Browser
    - **bypass proxy server for *.dhfs.state.wi.us**
    - **IE> Tools> Options>Advanced > HTTP 1.1 Settings > Use HTTP 1.1 through proxy connections**
  - Users experiencing flicker on pages
  - Timeout now 120 minutes (as of 3/5/2004)

Citrix – Lessons Learned (cont.)

- Future Improvements
  - Release 1.6 .ocx changes affecting Citrix

    - County requested ability to switch eWiSACWIS directory to the users' mapped drive.
    - Correcting issue of when performing a Spell Check, the Spell Check window becomes hidden behind other open windows.

Release 1.6 .ocx changes

- County cannot open .doc files. VB breaks when trying to attach the eWiSACWIS.dot template to the file.

- Need to save user's current Word settings when a document is opened, and reset the settings to the original values when a document is closed.

- Word opens, but eWiSACWIS page still remains in focus.

- Remove all unnecessary toolbars from Word 2002/2003

System Performance

- Reporting Process
- Available Toolsets

Transaction Tuning

- Help Desk Initiated Improvements
- Project Team Initiated Improvements

Recently Tuned Transactions

- (
)

- (13 . 8 .)

- (
)

- (16 . .43)

- (9 . .51)

- (1.6)

- (1.6)

Enhanced Search Functionality

- SACWIS Review

- Documenting all user concerns

- Exploring all technical solutions
  - App changes, 3rd Party, Oracle 9i/10g

Tablet PC

- New State Hardware contract available for County use
- Single Vendor/Single Product
- Compaq/HP $1,600.00
  - Requires WebSphere Application Server Express ($336.00)
  - MS Office Suite (Word, Excel)

Questions